We don’t need an exit strategy, we need a coping strategy. MG Tamir Yehuda, Commanding General, Home Front Command, Israel.

We are all over six weeks into this new reality, everything is changing, as we all navigate the new waters. The entire Israel Trauma Coalition team is working every day to respond in real time to the most important challenge we are facing. It is most important that we all can and will be able to cope, that we can professionally and personally help you take care of yourself, your family, your friends, and your co-workers. Throughout this time, we have been working closely with our experts providing psychosocial support to social workers, clinicians, community leaders, and citizens who are on the frontlines. In addition, in isolation, therapists, medical teams, those working with elderly, youth, and COVID-19 patients, are also working tirelessly. Resources and guidelines for a variety of populations in several languages. This flyer is a part of the Israel Trauma Coalition. Take care. We will get through this. And, if you need ANYTHING from us please let us know. We want to help in any way we can.

ITC Briefing Points

Guidelines - what to do?

- From the start we have been reaching out to the population with professionals and volunteers. We have been distributing a lot of resources, in isolation, therapists, medical teams, those working with elderly, youth, COVID-19 patients, and others. We have started face-to-face workshops and webinars to support, build resilience and cohesiveness and maintain the wellbeing of doctors and nurses who are on the frontlines. We ask them to please go to the frontlines. We are sending out all these materials to all health care workers in the front lines. All social service teams in these hospitals are trained to work with those on the frontlines, provide support, minimize burnout, reduce compassion fatigue, build resilience and team cohesion (70 team leaders are trained).

Vulnerable Population Groups

Facilities for the elderly – one of the biggest challenges. Following a special Corona Task Force meeting at Minister of Health on April 9th, the Ministry of Health has appointed the Director General of Ichilov hospital to form a COVID-19 response team for elderly facilities. The Ministry of Health only raises more concerns about Coronavirus. So it is necessary to work from all aspects to support elderly facilities. A special team for elderly has been established to adhere to guidelines of following. In cooperation with Health, Front line teams, families, and leaders, toward spouses, and interns. We opened the first ever hotline in Arabic to provide support and held webinars for different target populations in Arabic.

- A unique hotline for support on psychosocial Corona-related issues was created with an average of 1,600 calls are answered every day.

- Ultra-orthodox community - a total lockdown was declared on 15 Haredi neighborhoods and cities (approximately 600,000 residences) following national order. While coordinating contact the communities and the police. The Ministry of Health in following governmental ordinances resulted in high numbers of Corona cases in these neighborhoods. The main challenge is that many families are in lockdown, in small houses, with large families, many homes are shared. The Ministry of Health has established Leadership training sessions for 135 major rabbis in Rabbinical and educational institutions. They will be held in the ultra-Orthodox sector to help build an information and prevention program. A unique hotline is being created, tracking for Home Front Command representatives working with the ultra-Orthodox community and in collaboration with health, family and social services, to educate the leaders in the communities and in collaboration with local councils, training and supporting social services departments and creating a mood to support the residents.

- Day-care facilities- there are 800 institutions for people with special needs who have remained in the facilities, there are outbreaks and the staff is in isolation with the patients. Naturally the staff are anxious and stressed, the COVID-19 is working with the supervisors, with the management to maintain continuity, well-being and resilience in collaboration with health and education and social services.

Restoration Centers – work continues

- All Restoration Centers (Gaia Envelop, Judea and Samaria, Bedouin Residents Center, and Kfar Chabad) are working to serve the residents who are on the frontlines. There is a shift in remote care on March 18th, 2020. All therapists and all patients were mapped in preparation for remote care. Team support and overseeing the centers are doing this task. The local councils is increasing. Over the next couple of weeks there will be a gradual return to working from the residential centers.

Social workers – the new first responders

- All social workers were declared essential workers in order to ensure services for the thousands who need help in this time of vulnerability populations – elderly, single mothers, etc. There is a rise in domestic violence. ITC is investing efforts to support social workers in all areas, including the frontlines. In collaboration with local government a special program was designed to provide social workers to help to teams in and turn their clients to cope with the situation. Training includes – providing emotional support, working with families in the community, work, remaining remote (phone and zoom), self-care and body and mind techniques.

- ITC is part of Coordination Center established by Home Front Command to synchronize multiple agencies and services working in the field.

Looking forward to sharing better and healthier times together.